

## What to do if water is leaking in or into your unit



Every year multiple water leaks occur in the community, often resulting from old water heaters, burst washing machine hoses, leaking toilets, ruptured pipes, and roof leaks. Water can easily cause thousands of dollars of property damage in just minutes. Residents are required to replace water heaters after 10 years or at the end of the warranty. Try to be home when your washing machine and dishwasher are running. Please realize that you are also responsible for damage to other units caused by leaks originating from your Unit (water heater, washing machine, dishwasher, toilet, plumbing, etc.)!

If a leak in your unit occurs, attempt to determine the source of the leak. If it is from inside your unit, turn off the main valve. In the Townplexs and condos, the main valve is usually located by the washing machine. In the townhomes the main valve is in the basement area next to the washing machine. Turn clockwise to close - it can be quite difficult to turn. If the leak is from your water heater, you will have to drain the water tank, it is holding at least 40 gallons of water that will continue to leak out.

If you think there is a water leak in your Unit, attempt to control the situation as best you can to minimize further damage and immediately contact the Management Office at 201-327-3665. Outside normal business hours and on holidays, and if the leak is causing serious property damage and **needs to be handled immediately**, call the **After Hours Emergency #: (844)479-2676**

If you think the source of the leak is in another unit, attempt to contact that resident. During normal business hours, you can call the on-site management office at 201-327-3665 and they can attempt to contact the resident. Outside of normal business hours, and if the problem is serious enough to **require immediate attention**, call the emergency number at **(844)479-2676**. Also call **the Mahwah Township Police Department (201)529-1000**. The Police will contact Mahwah Water who will be able to determine where the water is coming from and can turn off the water from the outside. **It is not necessary to break in to a unit to turn off the water!!**